



Project Number: 2016-1-RO01-KA203-024630

## Practical Application 5.1 Nurses offering oral and written information upon admission and discharge from hospital to a pediatric patient / family

### INFORMATION BOOKLET : HOW TO CREATE IT

#### *The caregiver training*

Taking charge of a little patient at home needs a negotiation with the family for the transfer of responsibility usually owned by healthcare staff.

Depending on the child's illness conditions, different organizational, welfare and economic skills are required. In the most important condition of the child, the family is the fulcrum of essential activities for patient management at home but it is often unprepared to control the illness and it is necessary to support it in the assumption of care commitments.

The relationship between the patient, the family and the healthcare staff provides a collaborative synergy and shared objectives. A real therapeutic alliance.

The main areas of caregiver training relate to the area of health techniques to be performed on the patient and the area of symptom recognition, clinical aggravation and complications.

The success of caregiver's learning is related to the quality of the explanations given by the trainer nurse, which would be:

-  Clear and concise to be understandable (so it is essential to use simple terminology);
-  Sincere about the difficulties that would wake up in learning;
-  Respectful of the learning time of the other person (he/she has his/her time and needs to acquire security at each stage);
-  Respectful of the caregiver's opinions;
-  Revalued or reformulated if there is negative feedback

Furthermore it is necessary to underline the educational action:

-  Expressing the most important things
-  Underlining and repeating the key points
-  Giving targeted and precise advice
-  Subdividing the explanation into simple and small steps

In practice, three important steps are necessary:

-  To demonstrate (to get the work environment and material ready, to implement the technique explaining what we are doing, to ask for feedback about demonstration)
-  To repeat (to have each step carried out, keeping to the observance of the procedure, supporting in case of uncertainties, correcting any mistakes made)
-  To train for a sufficient number of times, until the acquisition of safety in the technique execution

Inside of each training area it needs to create a set of forms that details the contents to explain. The material will be handed over to the family and to the caregiver and / or the person to be trained, in the form of an easy-to-read booklet.



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## ***A BOOKLET EXAMPLE***

### ***The Central Venous Catheter Management***

#### **Table of Contents**

##### **1. The Central Venous Catheter (CVC)**

- What is a CVC?
- Components of a CVC

##### **2. Material used for infusional therapy**

- Bottle
- Infusion flow
- Drip chamber
- Flange clamp and flow regulator

##### **3. Standard procedures**

- Replace one bottle with another
- Washing of the CVC
- Connecting the deflector to the CVC
- Replacement of the infusion

##### **4. Technical problems**

- The liquid in the bottle does not go down anymore
- Presence of air in the flux
- The cannula needle dressing begins to be wet or dirty with blood
- Appearance of blood into the deflector
- Disconnection of the deflector from the CVC
- Spill of the infused solution
- It is not possible to wash

##### **5. Clinical Problems**

- List of signs and symptoms that may occur

##### **6. Contraindications**

- What should not be done

#### **Contacts**

